

Feb. 9, 2022

MEDICAID ALERT

TO: All Providers

SUBJECT: Upcoming Healthy Connections Medicaid KEPRO Provider Trainings

The South Carolina Department of Health and Human Services (SCDHHS) regularly offers free trainings to prospective and enrolled Healthy Connections Medicaid providers. Many of these trainings are available virtually. Information about upcoming trainings offered by the Keystone Peer Review Organization (KEPRO), SCDHHS' quality improvement organization (QIO) contractor for utilization review services, is listed below.

Healthy Connections Medicaid Provider Workshops

SCDHHS offers free monthly training workshops for providers. These recurring virtual workshops cover a variety of topics including the provider portal, clinical documentation submission requirements, a review of SCDHHS provider manual updates and helpful tips to keep in mind when submitting requests for service.

There are seven upcoming virtual provider workshops offered by KEPRO. The workshops are recommended for billing and insurance coordinators, clinical staff, administrative staff and other interested provider staff.

Visit scdhhs.kepro.com to access training meeting links and additional training resources. For a complete listing of upcoming trainings, view the [2022 Provider Training Schedule](#) located in the Training tab. Registration is not required. For Atrezzo Provider Portal questions, contact KEPRO Customer Service at (855) 326-5219.

Please see below for a schedule of the free provider workshops.

How to Submit an Inpatient Request

Feb. 16, 2022, 10 a.m.

Transplant Service Authorization Requirements

Feb. 23, 2022, 2 p.m.

How to Submit an Outpatient Request

March 22, 2022, 10 a.m.

Atrezzo Provider Portal System Navigation

April 19, 2022, 10 a.m.

How to Submit Additional Clinical Information

May 24, 2022, 10 a.m.

Durable Medical Equipment (DME) Service Authorization Requirements

June 15, 2022, 2 p.m.

How to Submit an Inpatient Request

June 21, 2022, 10 a.m.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.